

MILPERSMAN 1770-160

CASUALTY ASSISTANCE CALLS PROGRAM (CACP)

Responsible Office	NAVPERSCOM (PERS-621)	Phone:	DSN	882-2501
		TOLL FREE WITHIN U.S.	(800)	368-3202
			COM	(901) 874-2501
			FAX	882-6654

Governing Directives	BUPERSINST 1770.3 NAVPERS 15607D, Casualty Assistance Calls Officer Handbook NAVSUP P-485, Transportation of Personal Property Afloat NAVSUP P-490, Transportation of Personal Property Ashore NAVSO P-6034, Joint Federal Travel Regulations, (JFTR), Volume 1 DOD 7000.14-R, DOD Financial Management Regulation, Volume 7A, Military Pay Policy and Procedures for Active Duty and Reserve Pay NAVMED P-117, Manual of the Medical Department
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1. Policy

a. The Casualty Assistance Calls Program (CACP) requires that a uniformed Navy representative (an officer with a minimum of 2 years active duty or a senior enlisted member, E-7 through E-9) be designated to assist the primary and secondary next of kin of members who die, are reported as "duty status-whereabouts unknown" (DUSTWUN) or become missing while on active duty (or active duty for training or inactive duty training) with respect to rights, benefits, and privileges to which they may be entitled.

b. Stand-by Casualty Assistance Calls Officer (CACOs) are assigned in all active duty cases when the member

(1) is placed on the very seriously/seriously ill/injured list,

(2) is in imminent danger of loss of life (as defined in MILPERSMAN 1770-080), and

(3) is hospitalized overseas from the next of kin.

c. The stand-by CACO is assigned in the same manner as a CACO for a deceased or missing member, except that the stand-by CACO will be assigned through the responsible Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Program Coordinator at the direction of Commander, Navy Personnel Command (PERS-621). The stand-by CACO will not contact the next of kin unless directed by the Commander, Navy Personnel Command or the appropriate CAC/FHS Program Coordinator. The CACO will be kept apprised of the patient's condition/prognosis until removed from the very seriously ill or injured list.

2. **CAC/FHS Program Coordinator.** The primary responsibility for implementation of this program lies with the appropriate CAC/FHS Program Coordinator who has responsibility over the geographical area in which the next of kin resides. In some cases the next of kin may reside in close proximity to a naval activity which is located within the boundaries of a neighboring coordinating authority. The responsible CAC/FHS Program Coordinator may, at that member's discretion, request the neighboring CAC/FHS Program Coordinator to provide assistance in such cases.

3. **Duties of the CACO.** The duties of the designated naval representative are dependent upon the status of the service member and are delineated in the following table:

Status of Service Member	Duties of CACO
Deceased	<ul style="list-style-type: none">• Offer condolence on behalf of the Navy.• Provide needed advice and counsel on funeral arrangements.• Assist in obtaining emergency financial assistance.• Provide needed assistance in filing claims for such benefits as death gratuity, unpaid pay and allowances, dependent identification cards, reimbursements for burial expense, transportation of family members, government and/or commercial life insurance, Veteran's Administration and Social Security benefits, transportation of household effects, and government marker or headstone.
Reported as "DUSTWUN"	<ul style="list-style-type: none">• Act as liaison between the Navy and next of kin while the search is underway.
Missing	<ul style="list-style-type: none">• Act as liaison between the Navy and next of kin.• Determine allotment changes required for those next of kin who are in fact dependents of the missing member.• Contact the next of kin of a long-term missing member at least once a month to obtain knowledge of new problems.
Very seriously ill or injured	<ul style="list-style-type: none">• Be on stand-by in the event next of kin must be contacted.• Make contact with the next of kin and assume the full range of CACO duties in the event of the member's death or when directed by the Navy Personnel Command, or appropriate CAC/FHS Program Coordinator.